

Course booking terms and conditions and cancellation policy

Effective from 1st September 2015. Please note these 'Terms and Conditions' may be subject to change without notice.

Booking

- For current course costs and dates, please refer to our website, www.roadsafetygb.org.uk
- Before booking onto a course, please ensure you have read the course programme and content, to ensure the course will meet your needs.
- If a course registration/booking form is completed by an individual other than the named delegate, it is the responsibility of the employer to ensure the delegate is authorised and able to attend the course on the employer's behalf.
- Upon receipt of your registration/booking form and subsequent payment your place(s) will be confirmed.
- **Important note:** Road Safety GB's acceptance of your booking brings into existence a legally binding contract between us, on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will **not** form part of the contract.

Invoicing and payment

- Delegate fees (including any card processing and/or booking fees applicable) are payable upon booking unless a valid, authorised Purchase Order is provided and accepted.
- For online bookings paid at the time of booking, invoices/receipts will be issued electronically from the booking website on completion of the booking.
- For bookings accepted with purchase orders, invoices will be sent via post to the name and address provided on the booking form and must be paid within 30 days of the invoice date or not later than 1 working day prior to the start of the course, whichever date occurs soonest (the "due date").
- Payment must be made in pounds Sterling by cheque, credit/debit card or BACS.

Course attendance

- Delegates will receive joining instructions via email to the email address provided on the booking form.
- It is the responsibility of the individual completing the course registration/booking form to ensure joining instructions are received by the delegate. Instructions will be sent via email to the email address provided on the booking form.
- Failure to attend the course will result in the full cost being incurred. No refund shall be given.
- Road Safety GB will send all correspondence primarily via email to the email provided on the booking form. If alternative details are received after the booking form has been submitted, they will supersede the original details and all future correspondence will be sent to the new address.
- It may be necessary, for reasons beyond the control of Road Safety GB, to change the timing of the programme, the date, the venue or the tutor(s).

Cancellations and Amendments

- All requests for cancellations and/or transfers must be received in writing.
- Changes will become effective on the date of written confirmation being received.
- The appropriate cancellation charge will apply based on the cost of your booking (excluding any card processing fees and/or booking fees previously applied), as shown below.

Calendar days notice before the start date of the course	Refund applicable
14 calendar days or more	100% refund of basic attendance fee
Less than 14 calendar days	No refund
Failure to attend without notice	No refund

Further information regarding the policy:

- The policy will apply unless the booking agent (employer) can fill the delegate place with another person
- The policy will apply unless the late cancellation/non attendance is due to sickness or an unavoidable emergency. In these cases the delegate will be offered another course date. Road Safety GB cannot guarantee that the future course allocation will be in the delegate's regional area. Please note that where late cancellation/non attendance is due to pre booked medical appointments or work commitments, no refund will be given. The Academy reserves the right to charge if this instance occurs on more than one occasion and it is believed that any of the above clauses are being misused.
- Should a course be booked late (within 14 days prior to the commencement of a course, and then the delegate or booking agent cancels the place, then no refund will be given.
- In the event of there being insufficient numbers booked onto a course Road Safety GB reserves the right to cancel or postpone the course.
- In the event of cancellation of a course by ROAD SAFETY GB, we will endeavour to inform all delegates at the earliest opportunity before the course is due to take place. All course fees paid will be reimbursed in full, or the payment will be transferred in full to another ROAD SAFETY GB course. ROAD SAFETY GB shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

Course Provisions

- Organising and financing accommodation and travel are the responsibility of the delegate.
- Where food and refreshments are to be provided, this will be stated on the course details and the cost included in the price quoted. Any special dietary requirements need to be notified in writing to ROAD SAFETY GB in advance of the course, as specified in the course details.

Force Majeure

- ROAD SAFETY GB shall not be liable to refund of fees or for any other penalty should the course be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

Entire Agreement

- These terms and conditions, together with the current ROAD SAFETY GB website prices, course details and ROAD SAFETY GB contact details, set out the whole of our agreement relating to the course. These terms and conditions cannot be varied except in writing signed by the Director of the ROAD SAFETY GB Academy. In particular, no terms and conditions incorporated within your purchase order and nothing said by any person on behalf of ROAD SAFETY GB should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods offered for sale by ROAD SAFETY GB. ROAD SAFETY GB shall have no liability for any such representation being untrue or misleading.